

Who to contact if you want to complain

Citizens Advice Plymouth

Post:

Citizens Advice Plymouth
Cobourg House
Mayflower Street
Plymouth, PL1 1QX

Email: complaints@citizensadviceplymouth.org.uk

Citizens Advice's Client Services team:

Phone: 03000 231 900

Email: feedback@citizensadvice.org.uk

More information about making a complaint about Citizens Advice can be found on the website here:

www.citizensadvice.org.uk/about-us/information/feedback-and-complaints/

Financial Ombudsman Service

You can complain online at:

www.financial-ombudsman.org.uk/make-complaint

Phone: 0800 023 4567 - calls to this number are free; or 0300 123 9123 - you need to check if you will incur a charge or if the call is free depending on your mobile phone package. Free if you use a mobile phone and pay a monthly charge for calls to numbers starting 01 and 02.

Email: complaint.info@financial-ombudsman.org.uk

The Immigration Advice Authority (IAA)

Details about how to complain can be found on their website at:

www.gov.uk/find-an-immigration-adviser/complain-about-an-adviser

Phone: 0345 000 0046

Email: complaints@immigrationadviceauthority.gov.uk

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Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux.
Registered charity number 279057.

Do you have a complaint about Citizens Advice?



If we've let you down, tell us

We want everyone who uses Citizens Advice to be happy with the service we provide.

That's why, if we've let you down, we want to hear from you - no matter how big or small the issue is.

Often, we'll be able to put things right. And even when we can't, knowing where we've gone wrong will help us do better in the future.

We promise to deal with every complaint quickly, professionally and confidentially.

1. Asking the local Citizens Advice to resolve the problem informally

It's important to the local Citizens Advice to know what we've done wrong, so we can do our best to put it right.

Don't be afraid to speak to the Manager or person in charge of complaints. They will often be able to solve the problem straight away.

How: -

By phone: 0808 278 7910
By email: complaints@citizensadviceplymouth.org.uk

If they can't help, or you're still not happy, you can make a formal complaint.

2. Making a formal complaint

There are several ways to make a formal complaint. You can either send a letter or mail explaining what happened and send it to the address on the back of this leaflet. Alternatively, you can call or email the Citizens Advice's Client Services team using the details on the back of this leaflet and they will pass your complaint to the right person.

Your complaint will be investigated by someone who isn't directly involved. If it's upheld, we'll apologise fully - and, if appropriate, let you know what we're doing to put things right.

We aim to respond to every complaint within eight weeks. If it's going to take longer than this, we'll explain why and keep you informed of progress.

How: -

Email: complaints@citizenadviceplymouth.org.uk

3. Asking for a review

If you feel we haven't dealt with your complaint properly or you aren't satisfied with the outcome, you can ask us to review the decision.

Please make sure you ask for this within four weeks of receiving the decision by contacting the National Citizens Advice Feedback team, using the details on the back of this leaflet. The review will be overseen by the Chief Executive of National Citizens Advice.

4. Using an independent adjudicator

If you are still not happy with the decision you can refer your complaint to an independent adjudicator.

An independent adjudicator is someone unconnected with Citizen's Advice who will decide whether we've dealt with your complaint fairly.

If you want to progress to this stage, you must contact us within four weeks of receiving your review decision from Citizens Advice. Contact the Feedback team using the details already provided.

5. Contacting the financial Ombudsman Service

The Financial Ombudsman Service provides a free, independent service for clients to solve disputes with not for profit debt advice providers.

The Financial Ombudsman Service will only step in once local Citizens Advice has had the opportunity to investigate a complaint so please contact the local service first.

If your complaint is about debt advice or if you were seeking advice about your credit record and you are not satisfied with the final response, or if eight weeks have passed since you first let us know about your concerns, you can ask the Financial Ombudsman to review your complaint.